

The Mitchell Times

Winter 2014 Edition

Need Help?

If you should ever need our assistance,
we are never more than a phone call away!
(800) 237-3835

Visit nemitchell.com:

For more information about
Heating Oil, Propane, Electricity,
Wood Pellets, and Heating & Cooling

SEASON'S GREETINGS FROM THE MITCHELL FAMILY

Merry Christmas and Happy Holidays to you and your family from all of us here at Mitchell! It's hard to believe we're about to close out 2014 and celebrate our 70th Anniversary in 2015. We're very proud to say that we've been around "Since 1945", but you are the reason that we have been able to reach this milestone. We have worked diligently for the past 70 years to provide you and your families with the excellent customer service that you deserve, and we will continue to do so in the years ahead.

As many of you know, we upgraded our company's computer system over the last few months. We are excited about the new tools

we now have to serve you better, and we assure you that the improvements have been worthwhile. Thank you for your patience and assistance during this transition.

You will also see in this edition of the Mitchell Times that we're making other improvements at some of our locations to enhance our customers' experience. We hope all of you will stop by and see what's new at our stores.

On behalf of the entire Mitchell team, we would like to wish you and your family a very safe and healthy holiday season and a Happy New Year!

- The Mitchell Family



From the Energy Experts:

Electricity rates will increase beginning on January 1, 2015 for all Connecticut customers, including those of you who have switched to our electricity offering with Verde Energy. We will continue to work with Verde to keep your rates competitive, but here are just a few ways in which you can conserve energy in the New Year:

- If you have an electric hot water heater, consider switching to a more efficient oil or gas system.
- Consider investing into ENERGY STAR® qualified equipment, such as central air conditioning, dryers, dishwashers, refrigerators, and other appliances.
- Have you checked your light bulbs? The ENERGY STAR® qualified compact fluorescent light bulbs (CFLs) last longer and use as little as one-quarter of the energy of regular light bulbs. - Source: Energize CT



Winter Safety Tips:

At Mitchell, it is our goal to provide you with the highest level of service. In order to help us serve you better, we ask that during the winter months we have your help with the following requests to ensure the safe and timely delivery of products to your home:

- Keep your fill pipe clear from snow and ice, and provide a clear path to the fill location.
- Keep driveways plowed and accessible (our trucks are 9' wide).
- Make sure your residence is clearly marked.
- Make sure any propane tank fill locations are accessible and clear from snow and ice.
- Notify us if you put an addition on your home, if you have additional residents living with you, or if you have any lifestyle changes which would affect your fuel consumption.



New Improvements at Our Stores:

We are very excited to announce the completion of our new Mitchell Touchless Car Wash located at 132 Danbury Road in New Milford, CT. The car wash has been in operation for over 10 years, but has recently been completely updated. Not only can customers select from multiple wash options, but ***for a limited time if you purchase 8 gallons or more of gasoline from our Sunoco Gas Station next door, you'll also receive \$2 off your wash!***



Reopening in December!

In addition to our new car wash, we are completely remodeling our Mitchell Park Lane Sunoco Store located at 44 Park Lane Road in New Milford, CT. Our gas pumps and canopy have been reconfigured for easier access for all vehicles; the inside features new flooring, cabinetry, an open floor plan, televisions, and an expanded breakfast and lunch menu; and the location also highlights a drive through window for your convenience. The store is scheduled to be open in the coming weeks!

Supporting Our Community

We have always been a proud supporter of our local sports teams and now Mitchell has become the official heating oil, propane, and HVAC service provider of the Danbury Whalers for the 2014-2015 hockey season! The Whalers play in the Federal Hockey League and are an affiliate of the Elmira Jackals of the East Coast Hockey League. For more information about the Whalers and to purchase tickets to one of their exciting home games, please visit www.thedanburywhalers.com.



Save Money in 2015!

The best strategy for lowering your heating costs is to install more efficient equipment that can reduce your energy consumption. For years, we have put our trust in System 2000, the world's leader in heat and hot water technology. System 2000 has helped hundreds of our valued customers drastically reduce their heating oil and propane usage and save substantial money! Call us today at (800) 237-3835 for more information.



Spotlight:

This edition of the Spotlight features John Busch. John has been a Supervisor with Mitchell for four years. He is an expert in the propane industry, especially pertaining to hearth products, and is always available to lend a hand when his colleagues need assistance.

He resides in New Milford with his wife, their two children, and their siamese cat. In his free time, he enjoys hiking with his family, practicing Karate with his daughter, and is a fitness instructor who enjoys helping people get in shape.



Customer Testimonials:

"One of your technicians serviced our oil burner as part of my service contract. I want you to know that I have never seen such a thorough job. He was pleasant, clean, and very well-spoken. When he left, the area was cleaner than when he arrived. He is an ambassador for Mitchell." - New Canaan, CT Customer

"Awesome experience with Mitchell overall! Highly recommend! From the excellent customer service to the amazingly quick delivery. I am really blown away with the true "customer-first" attitude." - Easton, CT Customer

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New Milford (860) 354-5518
Redding/Ridgefield (203) 431-3921
New Canaan (203) 966-5001
Toll Free (800) 237-3835

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